



July 9, 2010

This edition of the COD Processing Update will remain on the [COD Web site](#) until a new edition is posted. We will notify schools via a COD Web Message when a new edition has been posted.

Direct Loan Program

COD News



Additional 2008-2009 Direct Loan Program Year Closeout Information (07/09/10)

An Electronic Announcement was released to schools from the COD School Relations Center on July 8, 2010 and is posted on the [Information for Financial Aid Professionals \(IFAP\) Web site](#). This bulletin is the third in a 3-part series of Direct Loan closeout bulletins that informs schools of the closeout deadline for the 2008-2009 Program Year.

If you would like to be added to or removed from the Direct Loan Electronic Announcement distribution list, please submit an e-mail to CODSupport@acs-inc.com with the subject line of "DL Electronic Announcement Distribution".

Great Lakes Educational Loan Services, Inc. Begins Servicing Direct Loans (07/08/10)

In a [June 23, 2010 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site, we informed the community that we were ready to begin assigning William D. Ford Federal Direct Loan (Direct Loan) Program Direct loans to the new federal loan servicers, and began doing so with Nelnet on June 23, 2010.

At this time, we are pleased to announce that we began assigning Direct Loans to Great Lakes Educational Loan Services, Inc. on July 7, 2010. This means that the Direct Loan Servicing Center (ACS), Nelnet, FedLoan Servicing (PHEAA), and Great Lakes Educational Loan Services, Inc. are the four federal loan servicers to which we currently will assign new Direct Loans. We anticipate that we will begin assigning Direct Loans to the other servicer, Sallie Mae, in the coming weeks. We will inform the community of this final servicer's start through an Electronic Announcement on the [IFAP Web site](#).

For more information, refer to the [July 7, 2010 Electronic Announcement](#) on the [IFAP Web site](#).

Impact on COD Processing July 11, 2010 (07/07/10)

Federal Student Aid is planning several system maintenance activities on July 11, 2010. In addition, the Student Aid Internet Gateway (SAIG) will be unavailable from 3:00 A.M. until 11:00 A.M. (ET) due to its regular Sunday morning maintenance. These activities will result in outages of certain COD System functionality for a period of time.

An explanation of how these activities will impact COD System availability and processing follows below. Please review this information to determine if processing at your school will be affected.



Routine COD System Maintenance

On **Sunday, July 11, 2010**, we will perform system maintenance on the COD System. The impact to COD users is outlined below.

- Users will not be able to submit or retrieve data via the [COD Web site](#) between 3:00 A.M. and 11:00 A.M. (ET).
- An individual will not be able to complete online Direct Loan Entrance Counseling, complete a new Master Promissory Note (MPN) electronically, complete a Direct PLUS Loan Request electronically, or endorse a Direct PLUS Loan electronically via the [StudentLoans.gov Web site](#) between 3:00 A.M. and 11:00 A.M. (ET).
- An individual will not be able to complete TEACH Grant Initial and Subsequent Counseling, complete a new TEACH Grant Agreement to Serve (ATS), or retrieve an existing ATS via the [TEACH Grant Web site](#) between 3:00 A.M. and 11:00 A.M. (ET).
- Between 3:00 A.M. and 11:00 A.M. (ET), batches submitted by schools via the SAIG will be held or schools will receive an error message informing them that the SAIG is unavailable and that the data must be transmitted at a later time.

Contact Information

Federal Student Aid appreciates your patience and understanding as it completes this important activity. If you have any questions about the COD System, the StudentLoans.gov Web site, or the TEACH Grant Web site, contact the COD School Relations Center. If you have any questions about the SAIG, contact CPS/SAIG Technical Support at 800/330-5947 or by e-mail at CPSSAIG@ed.gov.

RESOLVED-COD Response File Issue (7/2/10)

On June 28, 2010, Federal Student Aid determined that there was an issue with response files returned by the Common Origination and Disbursement (COD) System and suspended response file transmission to further research the issue. Over the course of the last several days, Federal Student Aid identified two underlying issues (listed below), implemented a fix for both, and began transmitting all response file types.

- Issue #1: Response files contained the <ScheduledGrant> tag and the <LifetimeEligibilityUsed> tag in an incorrect order.
- Issue #2: Certain responses contained the <EntranceCounseling> tag when the tag should not have been included.

Both issues have been corrected. Around 2:00 P.M. (ET) on June 29, 2010, Federal Student Aid began transmitting all response file types except for Direct Loan Entrance Counseling Acknowledgements (CRECMYOP) and Direct PLUS Loan Request Acknowledgements (CRSPxxOP). Around 5:00 P.M. (ET) on June 30, 2010, Federal Student Aid began transmitting the two remaining response file types.



Most schools should have received all response files that were on hold since June 28, 2010. *If a school is missing a response file or needs a corrected response file for records sent in during the period June 26-28, 2010, it should contact the COD School Relations Center for assistance.*

Federal Student Aid apologizes for any inconvenience this issue may have caused. If you have additional questions, contact the COD School Relations Center.

Master Promissory Note, Entrance Counseling, and PLUS Search Issues [(4/22/10) Updated 6/16/10]

Federal Student Aid has identified four issues when schools search for Direct Loan Master Promissory Notes (MPNs), Direct Loan Entrance Counseling results, or Direct PLUS Loan Requests via the [COD Web site](#).

Issue 1: MPN Search by SSN-The search results do not return all MPNs associated with the student.

The search results should include any MPNs from any school associated with a student. Federal Student Aid has determined that in some cases, a search by student SSN is not pulling all MPNs associated with that student. For example, the search results will not always include a Direct PLUS Loan MPN associated with that student. In other cases, no search results are returned at all, even if an MPN is on file.

Issue 2: MPN Search by Date Range-The search results of more than 100 records do not display correctly and school cannot move to “Page 2” of the results.

The search results should include all MPNs within the date range. Federal Student Aid has determined that a date range search will only display the first 100 records and the school receives an error message when it attempts to view results on “Page 2”.

RESOLVED-Issue 3: Direct Loan Entrance Counseling date range search is unavailable.

The date range search functionality for Direct Loan Entrance Counseling is now available. In order to return the best results when performing a date range search, the maximum search period is 7 days.

Issue 4: Direct PLUS Loan Request (PLUS Acknowledgement) date range search is unavailable.

Federal Student Aid has determined that the date range search functionality for Direct PLUS Loan Requests is not working correctly. As a result, the functionality has been disabled temporarily. **Note:** In order to further research this issue, on May 13, 2010, Federal Student Aid disabled the date range search on the PLUS Application Response Request Search page (under the Batch Search menu).



Federal Student Aid is continuing its work to resolve all of these issues as soon as possible and will provide updates as more information becomes available. We will post these updates through the COD Processing Update.

Until the issues with search functionality are resolved, schools can use the Batch Search page to locate the desired information. When using this workaround, a school should perform a general date range search (up to 60 days) for ALL batches. After the results are displayed, the school can filter the results for the specific batch type: “EC” for Entrance Counseling batches, “PN” for MPN batches, and “SP” for PLUS Request Acknowledgement batches.

We apologize for any inconvenience these issues cause schools. If you have questions, contact the COD School Relations Center.

Reminder of Origination Fee Reduction for Direct Subsidized Loans and Direct Unsubsidized Loans (05/14/10)

As explained in a [February 4, 2010 Electronic Announcement](#) posted on the Information for Financial Aid Professionals (IFAP) Web site, the origination fee for Direct Subsidized Loans and Direct Unsubsidized Loans was reduced for 2010-2011. This announcement provides operational guidance for schools and third party software providers on implementing these latest reductions in the origination fee.

Last year, many Direct Subsidized Loan and Direct Unsubsidized Loan awards rejected because the correct origination fee was not included with the award and/or was not used to calculate the award and its disbursements. For this reason, we want to remind schools of the previously provided guidance that is critical to successfully implementing the origination fee reduction for Direct Subsidized Loan and Direct Unsubsidized Loan awards.

Schools should refer to [the February 4, 2010 Electronic Announcement](#) for complete information about the origination fee reduction.

If your school needs assistance with COD System processing, including making changes to origination fees, contact the COD School Relations Center.

Weekly Reminders



COD Computer-Based Training (07/09/10)

Federal Student Aid takes this opportunity to remind the community of the availability of the COD Computer-Based Training (CBT). The COD CBT includes enhancements that have been made to the COD System, the [COD Web site](#), and associated Web sites and software products through June 27, 2009.

The COD CBT consists of component simulations and CBTs. Each COD CBT component is explained below. The electronic files associated with each component, as well as information about downloading and navigating the COD CBT, are available on the Information for Financial Aid Professionals (IFAP) Web site. Under the “Tools for Schools” section on the home page, click on [COD Computer-Based Training](#).



Note: With the implementation of the [StudentLoans.gov Web site](http://StudentLoans.gov) at the end of March 2010, the three electronic Master Promissory Note (MPN) simulations no longer reflected the process for electronically completing Direct Loan MPNs and have been removed. We will post updated electronic MPN simulations when we next update the full version of the COD CBT.

The components of the COD CBT are as follows:

COD System Simulations – The COD System Simulations offer lessons that explain the [COD Web site](#) screens and functionality available to a school administrator. There are 14 lessons with text to guide a user through each area of the [COD Web site](#). By entering fictitious data, the user can explore basic navigation and functions of the [COD Web site](#) and practice locating and creating information in a safe environment that includes tips for assistance.

Direct Loan Reports CBT – The Direct Loan Reports CBT includes several sections that explain the COD reports a school can use to assist with the administration of and reconciliation process for William D. Ford Federal Direct Loan (Direct Loan) awards.

Grant Reports CBTs – The Grant Reports CBTs are four separate lessons that explain the COD reports a school can use to assist with the administration of and reconciliation process for Academic Competitiveness Grant (ACG), Federal Pell Grant (Pell Grant), National Science and Mathematics Access to Retain Talent Grant (National SMART Grant), and Teacher Education Assistance for College and Higher Education (TEACH) Grant awards.

Direct Loan (DL) Tools Simulation – The DL Tools Simulation demonstrates how to use the DL Tools software to assist with the reconciliation process for Direct Loan awards. Although the simulation can be used both by schools that use the EDEExpress for Windows software and schools that do not use this software, the simulation is especially useful for schools that do not use the EDEExpress software on a regular basis but are interested in a Direct Loan reconciliation resource.

TEACH Grant Web Site Simulation – The TEACH Grant Web site Simulation guides the user through the [TEACH Grant Web site](#) and includes a step-by-step walk through of the process for completing TEACH Grant counseling and completing a TEACH Grant Agreement to Serve (ATS).

If you have questions or comments about the COD CBT, contact the COD School Relations Center. If you e-mail your question or comment to CODSupport@acs-inc.com, please include “COD CBT Question/Comment” in the subject line.



Grant Programs

ACG, National SMART Grant, Pell Grant, and TEACH Grant

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